

# GENERAL

## **ABSENCE FROM UNIT**

If you intend to be away for more than a week please notify your Hostess, which will allow for correct mail direction.

## **CHEMISTS**

Prescriptions may be left in the foyer at Robinsons Centre, Clarke Centre and Parkside, in the box marked accordingly, for delivery later the same day. Neo Pharmacy provides all our pharmacy services in our aged care facilities.

## ***ROBINSONS CENTRE, CLARKE CENTRE, GRANT CENTRE & PARKSIDE***

<b><u>Pharmacy</u></b>	<b><u>Collection Day /Time</u></b>	
Graeme Baker	Monday – Friday	2:00 pm
Heatherhill Road	Monday – Friday	2:00 pm
Neo Pharmacy	Monday - Friday	1:00 pm & 3.00pm

## **CLOTHESLINES**

Shared clotheslines are located at the end of the group of units – please arrange a mutually convenient day with your neighbour. It is requested that washing not be hung out on Sundays.

## **COMPLAINTS**

Complaints may be made during a Resident Meeting, directly to the Village Baxter Residents Committee, verbally or in writing to a staff member or through the use of our Complaint forms available from any one of our reception points.

## **ELECTRICAL APPLIANCES**

Please ensure your electrical appliances meet required safety standards to minimize any risks of accident or injury for yourself or for our staff or damage to your unit.

## **GARBAGE COLLECTION**

Residents share communal rubbish bins. General rubbish is collected on Tuesday and Fridays. This includes garden clippings etc. which must be put into a plastic bag and placed in the bin. Recycle is collected on Thursday. Bins are put out the night before because of the early pickup.

## **RESTAURANT – GRANT CENTRE**

Morning/Afternoon tea, lunch, simple snacks are available throughout the day. For a full lunch service bookings are required through the catering – Phone 59716316

## **HAIRDRESSER**

A salon is located in the Grant Centre – Phone 5971 6362 or Lodge 5971 6340 or see your hostess for alternative arrangements.

## **HEATERS**

Bar radiators are not considered a safe additional/alternative form of heating for older persons as they can be a trip hazard and, with the exposed heating element, are at a higher risk of starting a fire. Oil filled (Dimplex) heaters are recommended.

## **HEMOCARE SERVICES**

Homecare services are available should Residents require assistance with cleaning, gardening etc. More information is available via our Home Care brochure located in the foyer of the Amenities buildings.

## **GRANT CENTRE DINING ROOM**

Residents who wish to have lunch in the Grant Centre Dining room are asked to book through their Hostess before 10:00 am on the day required. Weekend lunches should be booked on Friday.

## **INSURANCE**

The contents of your unit are insured for \$10,000. See insurance sheet enclosed for additional information

## **KIOSK**

Our kiosk provides grocery items, frozen foods, greeting cards and is open at the **CLARKE CENTRE** Monday - Friday 9:30 am – 11:30 am. (Except public holidays)

## **MAINTENANCE (SERVICE) FEE**

Maintenance fees are payable monthly on the first working day of the month via direct debit (unless other arrangements have been approved). Arrangements can also be made to pay the fees annually in advance if required.

## **MAIL**

Your mail can generally be collected from Robinsons Centre and the Clarke Centre anytime after 11:30 am. Parkside mail collection will generally be available after 3.30 pm.

## **MOTORISED SCOOTERS**

Scooters are not vehicles and should not be driven on Village or public roads if there is an available footpath. Residents who drive scooters should arrange for their own insurance and are personally liable for any damage or injury that they cause. Information on the insurance of scooters is enclosed with other insurance details. Residents driving scooters on Village paths should be aware of pedestrian traffic and of all paths' widths and curbing.

## **RENTAL UNITS**

A number of rental units are available for use by Residents when they are having their unit refurbished or for use by relatives and friends when visiting. Bookings can be made with the receptionist at Administration.

## **RESIDENTS' MEETINGS**

Residents meetings are held the third Wednesday of each month either in the Clarke Centre or the Chapel in alternate months.

## **SECURITY**

The spaciousness of our Village allows people to come and go as they please through a variety of entrances and pathways. As a means of deterring uninvited people, security cameras are located throughout the main roadways to the Village. As an added precaution, Residents are encouraged to be proactive with their own security by ensuring their unit is locked and by reporting to 000 any concerns they may have.

Unfortunately, occasionally the Village attracts people door knocking to fundraise or sell their wares or services. Residents should politely decline and advise them they require Management permission. Anyone who has Management permission to enter the village and promote their services to residents will have this in writing and this will have been promoted at Residents Meetings.

### **TRANSFER TO AGED CARE FACILITIES**

Transfer to the Lodge, and Manor is NOT guaranteed. A waiting list applies to all facilities and some specialized care needs may not be able to be accommodated within the Village's care facilities. Should you wish to have more information on our aged care services please contact the Village nurses or our Director of Nursing – Care Manager.

### **VILLAGE ELECTRICITY**

The Village operates its own electricity scheme which, through the bulk purchase of electricity, provides significant savings to residents. Your monthly billing is based on an estimate of your annual usage divided by 12 to give you a consistent monthly payment. At the end of each year, your meter will be read and a reconciliation provided of your actual usage costs compared to your monthly payments based upon your estimated usage and an account will be rendered for the balance or a refund made if your payments have exceeded your usage. For ease of payment, your monthly payments can be incorporated with your service fee and paid via a direct debit.

### **VILLAGE NURSES**

Village Nurses provide emergency nursing support for Residents. They also provide weekly clinics in the Village for health checks and advice. Other services include limited post hospital visits, assessment advice for residents who may need additional outside supports and short term medical support. For all Independent Living Unit Residents, Village Nurses provide emergency support and as such their time is limited. Nurses are NOT permitted to attend non-residents (including visitors and family), provide long term or daily assistance such as injections for diabetes, medication assistance, showering assistance or personal care. Independent Residents who require these kinds of services may use The Village Home Care services, external providers (including councils, District Nurses) or other such community based facilities. The cost of a Village nurse visit is covered by your monthly service fees however should you require any medical supplies these will be invoiced to you..

### **VILLAGE BAXTER RESIDENTS COMMITTEE**

The Village Baxter Residents Committee (in accordance with their constitution) is made up of ten members elected annually from and by the residents. The committee represents the interest of the Residents in discussion with Management on matters affecting the rights, privileges and welfare of residents. The committee can be approached by Residents if they require clarification or assistance on any Village issues. The Committee's meetings are held monthly and a report on this meeting is in the Village Voice for Residents' information.

### **VILLAGE VOICE**

A Village magazine "Village Voice" is published monthly compiled by Residents in the Village. Contributions to the Voice are always welcome and should be forwarded to the Editor.

### **WATER RESTRICTIONS**

If there are no Government water restrictions in force, our own Village water restrictions apply from 1<sup>st</sup> December to 30<sup>th</sup> April when watering of lawns is not permitted. This is a water saver initiative for residents, which the Village is pleased to support.

If there are Government water restrictions in force, these must be adhered to by Residents and the Village water restrictions will not apply.